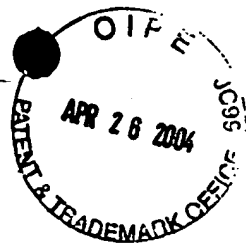


SUPPLEMENTAL



PATENT / DOCKET NO.22171.177.02
CUSTOMER NO.000027683

#5

SUPPLEMENTAL DECLARATION

As below named inventors, we hereby declare that:

Our residence, post office address and citizenship are as stated below next to our names,

We filed patent application Serial No. 09/735,427 entitled

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Technology Center 2100

**SYSTEM AND METHOD FOR DYNAMIC QUEUING IN
AN AUTOMATIC CALL DISTRIBUTOR**

in the United States Patent and Trademark Office on December 12, 2000 and

We hereby state that we have reviewed and understand the contents of the above identified specification or attached amendment, including the claims.

We acknowledge the duty to disclose to the United States Patent and Trademark Office all information known to us to be material to patentability as defined in Title 37, Code of Federal Regulations, § 1.56.

Jeffrey M. Becker	Reg. No. 35,442	Christopher P. Kosh	Reg. No. 42,760
James R. Bell	Reg. No. 26,528	Mark P. Kahler	Reg. No. 29,178
Timothy Bliss	Reg. No. P-50,925	Michael J. Balconi-Lamica	Reg. No. 34,291
L. Howard Chen	Reg. No. 46,615	Todd Mattingly	Reg. No. 40,298
Randall E. Colson	Reg. No. 40,566	David L. McCombs	Reg. No. 32,271
Michael A. Davis, Jr.	Reg. No. 35,488	John W. Montgomery	Reg. No. 31,124
Ruben C. DeLeon	Reg. No. 37,812	Bill R. Naifeh	Reg. No. 44,962
Brian J. Hubbard	Reg. No. 45,873	David M. O'Dell	Reg. No. 42,044
Rita M. Irani	Reg. No. 31,028	Randall C. Brown	Reg. No. 31,213
Warren B. Kice	Reg. No. 22,732	Andrew S. Ehmke	Reg. No. P-50,271
J. Andrew Lowes	Reg. No. 40,706		

We hereby declare that all statements made herein of our own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

We hereby claim the benefit under Title 35, United States Code, § 119(e) of any United States provisional application(s) listed below.

60/174,119
(Application Number)

December 31, 1999
(Filing Date)

SUPPLEMENTAL

PATENT / DOCKET NO.22171.177.02
CUSTOMER NO.000027683

Full name of first joint inventor: Mark J. Holden

Inventor's signature: Mark Holden Date: 5/30/2002

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Citizenship: Canada

Post Office Address (Business): 810 Fairwood Dr., Allen, Texas 75002

Full name of second joint inventor: Scott L. Orton

Second Inventor's signature: Scott L. Orton Date: 5/30/2002

Residence (City, State): 1204 Edgewood Lane, Allen, Texas 75013

Citizenship: United States of America

Post Office Address (Business): 1204 Edgewood Lane, Allen, Texas 75013

A-119527.1